

March 22, 1997

Ed Carmines
Philip Morris, USA
P.O. Box 26583
Richmond, VA 23261

Dear Ed:

Thank you for the opportunity to be considered for your upcoming LIMS project.

Enclosed are both a personal resume as well as a brochure describing the services provided by Goodhart Consulting. As you can see from this documentation, I have extensive experience as a laboratory scientist, laboratory manager, and a LIMS Consultant. My customers have always told me that my personal laboratory background has been invaluable in translating their laboratory requirements into an optimally functioning LIMS.

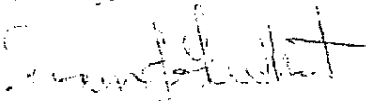
As you are surely aware, there are major differences between the implementation of a LIMS for Production vs. the implementation of a LIMS for Research and Development. Specifically and most importantly, the flexibility required by an R&D environment is significantly greater than that required for Production. There are critical differences among the various LIMS products in their ability to meet the special requirements of R&D. Therefore, I believe it is to your benefit to work with a LIMS consultant experienced in the implementation of a LIMS for R&D.

In our phone conversation, you had requested references for my work. While I strongly believe that you should talk to the references for a consultant, I am reluctant to give the names of references until I know that I am in final consideration for a project. I do not want to bother my previous customers with too many phone calls regarding references. However, since one of my previous positions was with Kraft Foods, I feel that it would be appropriate to provide you with a reference from that project. One of the key managers on the LIMS team was Brad Burns. Brad works out of the Tarrytown facility, phone number 914-335-6791, e-mail: bburns@kraft.com. I am also enclosing a reprint of the article that Brad wrote for *Scientific Computing and Automation* regarding the LIMS implementation at Kraft Foods. As for other references, please let me know if I have made it to your "short list", and I will be happy to give you references from any or all other jobs I have done.

In response to your request for cost structure, consulting services are provided at a rate of \$125/hour plus expenses.

Again, thank-you for considering me for this project. If you have any further questions about my experience or qualifications, please don't hesitate to call me. I also hope that you have the opportunity to talk to Brad about the Kraft Foods project.

Sincerely,



Susan L. Goodhart